

# **TOWN OF VULCAN**

## Policy Manual

<u>POLICY NUMBER</u>			<u>TITLE OF POLICY</u>
<b>U-06</b>			<b>Utility Bills- Monthly Budget Plan</b>
Approval	D/M/Y	Resolution #	
<b>From: F-42</b>		<b>To: U-06</b>	
<b>Amended</b>	<b>11/28/16</b>	<b>16.348</b>	

### **STATEMENT:**

**The Town of Vulcan requires a policy to formalize a process for providing utility customers with a monthly budget plan for the payment of their utility account.**

#### **1. Policy**

- 1.1 Utility bills may be paid on a monthly budget plan at the option of the utility customer, with enrolment in this program available at any-time throughout the year.
- 1.2 The Town of Vulcan Pre-Authorized Payment Plan form must be filled out and a void cheque left at the Town Office.
- 1.3 At the beginning of every month, the customer's bank account will be automatically debited.
- 1.4 For the billing months of February, April, June, August, October and December a flat amount agreed upon by the Town and the utility customer will be deducted.
- 1.5 For the non-billing months, January, March, May, July, September and November the remaining balance will be debited.
- 1.6 The customer still receives their bi-monthly bill with "DO NOT PAY THIS BILL" printed in the box for payment options.
- 1.7 If a pre-authorized payment is returned from the bank "non-sufficient funds" the customer is taken off of the pre- authorized payment plan.

**- END OF POLICY-**